



### WSDOT INFORMATION AND COMMUNICATIONS SURVEY

We use several tools to get the word out on our projects and other transportation news. Please take a moment to help us serve you better. Circle all that apply.

#### 1. How would you rate the availability and timeliness of information on our projects?

- 13.2% A. Outstanding
- 36.8% B. Very Good
- 18.4% C. Adequate
- 15.8% D. Could Be Better
- 2.6% E. Poor
- 5.3% F. I don't know where to get this information
- 5.3% G. I don't usually look at WSDOT project information

**Comment:** Mailing flyers at important junctures is better for me than news media. I came to the open house because of the flyer I got in the mail, but I know that's expensive.

#### 2. How would you rate the availability and timeliness of our travel advisories for construction, paving, or striping work?

- 5.3% A. Outstanding
- 44.7% B. Very Good
- 28.9% C. Adequate
- 13.2% D. Could Be Better
- 2.6% E. Poor
- 0% F. I don't know where to get this information
- 5.3% G. I don't usually look at WSDOT travel advisories

**Comment:** Update message more often; also, can't hear woman's voice on radio (HAR), need resonance of man's voice

### 3. Where do you get information on WSDOT projects and construction?

- 42.1% A. WSDOT website
- 34.2% B. Newspaper (Which? \_\_\_\_\_)
- 28.9% C. TV/Radio (Station(s)? \_\_\_\_\_)
- 13.2% D. 5-1-1 traveler information line
- 52.6% E. Highway Advisory Radio (530 or 1630 AM while on the road)
- 31.6% F. Electronic road signs
- 2.6% G. I don't usually seek out WSDOT information

**Comment:** HAR is very sub-standard and out of date. Specific information locations - website, KIRO, KING, KOMO, Times, PI, Daily Record, Journal, Tribune, Cascade Times, Mailing, Phone, Special Interest Groups

### 4. What WSDOT information systems work well, in your opinion?

- 39.5% A. WSDOT website
- 23.7% B. Newspaper
- 28.9% C. TV/Radio
- 21.1% D. 5-1-1 traveler information line
- 42.1% E. Highway Advisory Radio (530 or 1630 AM while on the road)
- 39.5% F. Electronic road signs
- 2.6% G. No opinion
- 2.6% H. None

**Comment:** 5-1-1 needs to be more real-time information. Website needs non-Java version that works on cell phones. HAR is generally good, but always out of date with bad info during closures, avalanche control, etc.

### 5. What WSDOT information systems need improvement, in your opinion?

- 5.3% A. WSDOT website
- 7.9% B. Newspaper
- 13.2% C. TV/Radio
- 7.9% D. 5-1-1 traveler information line
- 21.1% E. Highway Advisory Radio (530 or 1630 AM while on the road)
- 21.1% F. Electronic road signs
- 28.9% G. No opinion
- 2.6% H. All of them

**Comment:** Update all info more often. HAR is worthless. The radio (HAR) is often many hours old - update it often even if the info is the same. Some of the signs that say tune to xxxx radio have no lights - see the one westbound just before exit 63. Need more electronic road signs (VMS).

Thank you for taking the time to help us keep you informed.

**Additional comments:** Traffic Flow Control during the winter (is frustrating). I don't use this info very much, but in terms of giving notice for a meeting such as this - the announcement got to me by mail yesterday (day before event). That's not really enough notice. Honest forecasts and chosen content with DOT when forecasting. Good Job! (on the open house)